

# **CITY OF MARLBOROUGH**

## **EXECUTIVE DIRECTOR, COUNCIL ON AGING**

The City of Marlborough is seeking an Executive Director for the Council of Aging. The successful candidate will direct and exercise management control over programs and services for the elderly residents. The position reports to the Mayor.

Responsibilities include: Supervision of administrative, clerical and social worker employees, as well as volunteer; secure funding and administer grants; prepare and monitor an annual operating budget; provide periodic needs assessments and advocate for elder programs; coordinate efforts of the City on Continuum of Care; provide emergency intervention and appropriate referrals for elders at risk; provide supervision of transportation and other services; recruit and assist in training of volunteers; liaison to various boards and agencies; and other related duties.

This individual should have knowledge of social services; a bachelor degree in social work, gerontology or equivalent. Masters Degree preferred; 3-5 years involved in the elderly network; strong interpersonal skills and experience in volunteer recruitment required.

A full job description is available online at [www.marlborough-ma.gov](http://www.marlborough-ma.gov).

Please submit resume and cover letter by June 14, 2010 to:

City of Marlborough  
Personnel Department  
140 Main Street  
Marlborough, MA 01752

Apply online at:

[personnel\\_dept@marlborough-ma.gov](mailto:personnel_dept@marlborough-ma.gov)

## **EXECUTIVE DIRECTOR OF THE COUNCIL ON AGING**

### **Position Purpose:**

The purpose of this position is to provide the necessary social service programs to meet the needs of the elderly population in the City of Marlborough by planning, administering, and supervising all of the operations and activities of the Council on Aging. This purpose is achieved by ensuring that programs and services are run in accordance with City and Council, policy, legal boundaries, and any contract funding service regulations. An Executive Director of the Council on Aging is responsible for maintaining and improving upon the efficiency and effectiveness of all areas under his/her direction and control.

### **Supervision:**

*Supervision Scope:* Performs complex and highly responsible duties requiring considerable judgment in planning and supervising department operations and personnel particularly in situations not clearly defined by precedent or established procedures, requiring a complete knowledge of the Council on Aging's mission and goals; works independently and in combination with others.

*Supervision Received:* Works under the policy direction of the Mayor and the Council on Aging, receiving regular guidance, intent, and special directives; assumes responsibility for developing and achieving the department goals and objectives. The position is subject to review and evaluation according to the City's personnel plan.

*Supervision Given:* Supervises and provides daily instructions, tasks assignment, and/or general guidance to all department staff and volunteers.

### **Job Environment**

Work is performed in an Office environment. Majority of work is performed in a moderately noisy work environment, with frequent interruptions. Frequently subjected to the stress of other individuals and the volume and/or rapidity with which tasks must be accomplished.

Regularly operates a computer, telephones, and other standard office machines.

Interacts frequently with elderly citizens and their family members, social workers, members of the medical community, vendors, outreach workers, case managers, local, state, and federal governmental organizations, and local community organizations. Contacts are in person, by telephone, in writing and involve discussing routine to complex information, requiring significant persuasiveness and resourcefulness to influence the behavior of others. Contacts with elderly clients require considerable perceptiveness and persuasion.

Has access to department personnel records, bid documents, and a wide variety of confidential and personal information about program participants which requires the application of appropriate judgment, discretion and professional protocols.

Errors in judgment may result in significant delay or loss of services to the City's elderly residents, possible injury to clients and volunteer work force, monetary loss, and have legal repercussions.

**Essential Functions.**

*(The essential functions or duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.)*

Interviews, hires and trains staff, volunteers, and students. Provides job instruction and direction as well as job performance review.

Performs research and identifies potential new sources of revenue for the Council on Aging; prepares grant applications for federal, state, and private for profit and non-profit organizations. Manages all grant funded activity.

Plans, prepares and oversees the department budget and related fiscal issues. Maintains personnel files on all department employees.

Supervises the content and production of the newspaper column, news releases, Resource Guide, and schedules of activities. Supervises the preparation of department public relations information for the media. Maintains numerous current resource files.

Makes presentations to groups and organizations regarding Council on Aging functions and activities. Ensures visibility through a variety of outlets to enhance the Council on Aging's image as a resource to community residents, organizations, and other City departments.

Performs direct counseling and crisis intervention with clients by phone and in person, often on an emergency basis. Communicates with client families, club officers, agencies and other organizations regarding referrals and the need for information and counseling.

Attends Council on Aging monthly meetings; prepares agenda, compiles and reports program statistics, suggests innovative projects, drafts annual budget for review, drafts policies and procedures for the Council, advises and updates the Council on department operations, grant applications, staff, and the status of a variety of programs.

**Other Functions:**

Communicates and collaborates with other Councils on Aging, legislators, and local organizations to plan, prepare and recommend programs, legislation changes, etc. to better meet the needs of the community.

Represents the Council on Aging on appropriate outside boards and committees of organizations whose functions coincide with, or relate to, the Council on Aging.

Perform similar or related work as required, directed or as situation dictates.

## **Recommended Minimum Qualifications-**

### **Education, Training and Experience-**

Master's Degree in social work or other related field; five years of high level experience in the field of aging or human services (preferably involving work with senior citizens), two of which will have been in a supervisory position; or any equivalent combination of education and experience.

### **Knowledge, Ability and Skill.**

*Knowledge:* Thorough knowledge of the federal and state services and local resources available to the elderly. Working knowledge of federal and state regulations pertaining to programs for the elderly. Knowledge of grant writing techniques.

*Ability:* Ability to remain calm, concentrate and perform all responsibilities in a competent manner at all times. Able to communicate effectively and efficiently verbally and in writing at all times. Ability to delegate responsibility and work well with subordinates. Ability to maintain detailed and extensive records and to prepare reports from same. Ability to deal tactfully, patiently and appropriately with elderly clients. Ability to maintain and respect the confidentiality of elderly clients. Ability to work effectively under time constraints to meet deadlines.

*Skill:* Compassion for the elderly. Excellent public relations and communication skills.

### **Physical and Mental Requirements:**

A high level of recurring intellectual effort is required to maintain a current knowledge of the resources available to the department as well as to manage the operations of the department. Employee is frequently required to walk, stand, sit, talk, and hear; uses hands to finger, handle, feel or operate objects, tools, or controls, and reach with hands and arms as in physically picking up files, papers and other common office objects. Employee must occasionally lift and/or move objects weighing up to 10 pounds such as a briefcase, books, supplies, etc. Employee must possess the ability to operate a keyboard at a moderate speed. Vision and hearing at or correctable to normal ranges.